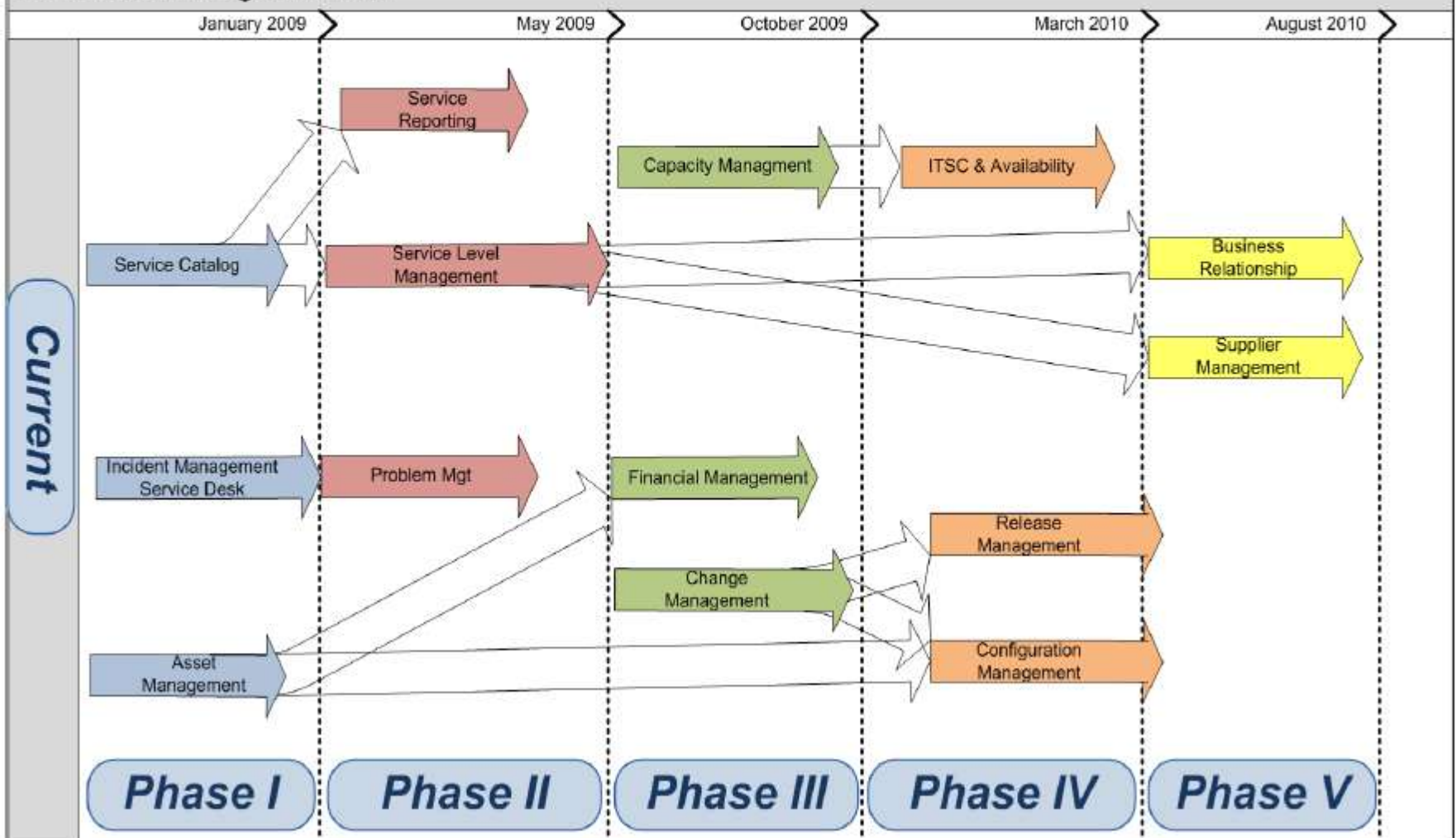


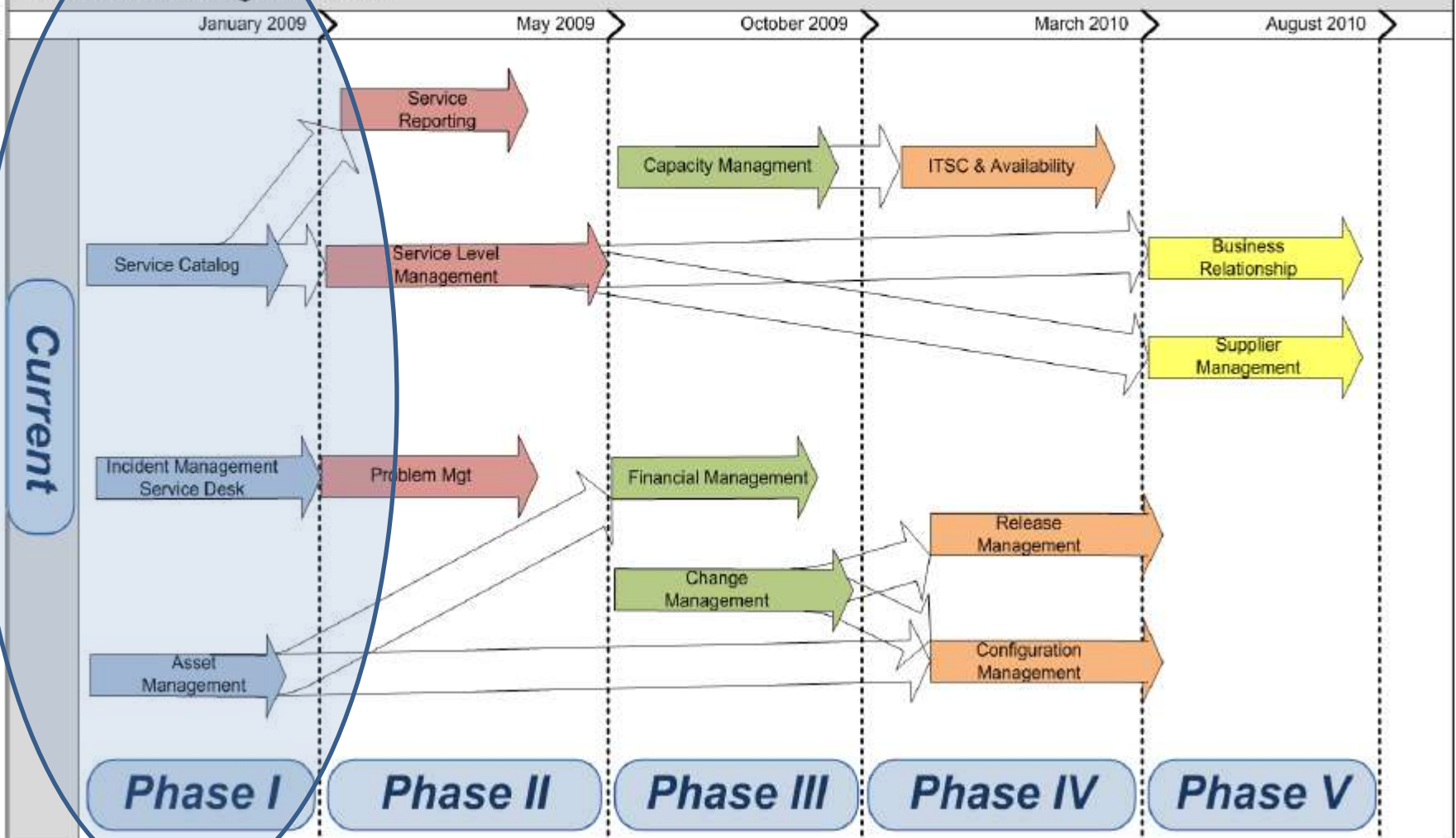
# ITIL / ISO20K update

12-Nov-2008

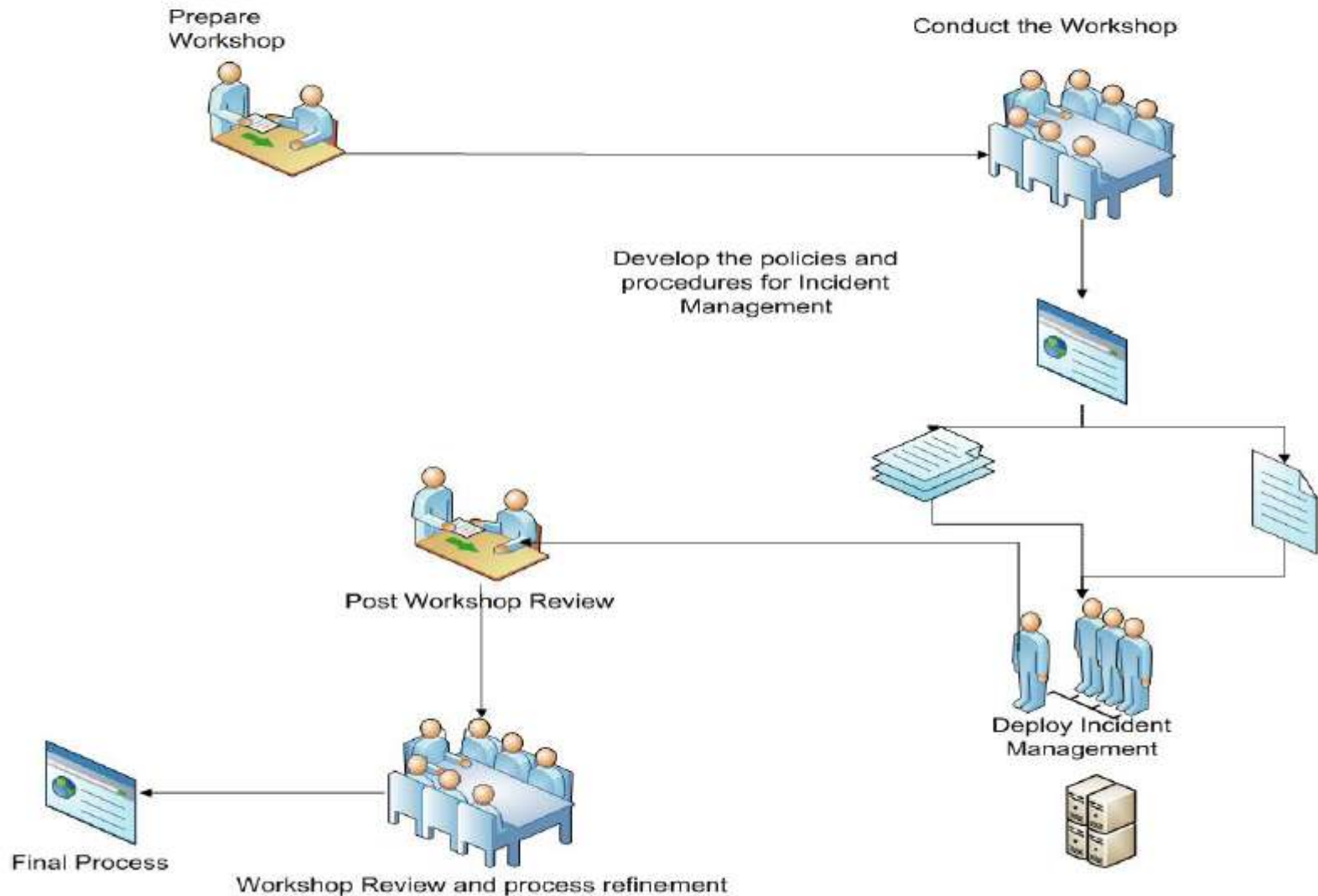
## ISO20000 Program Plan



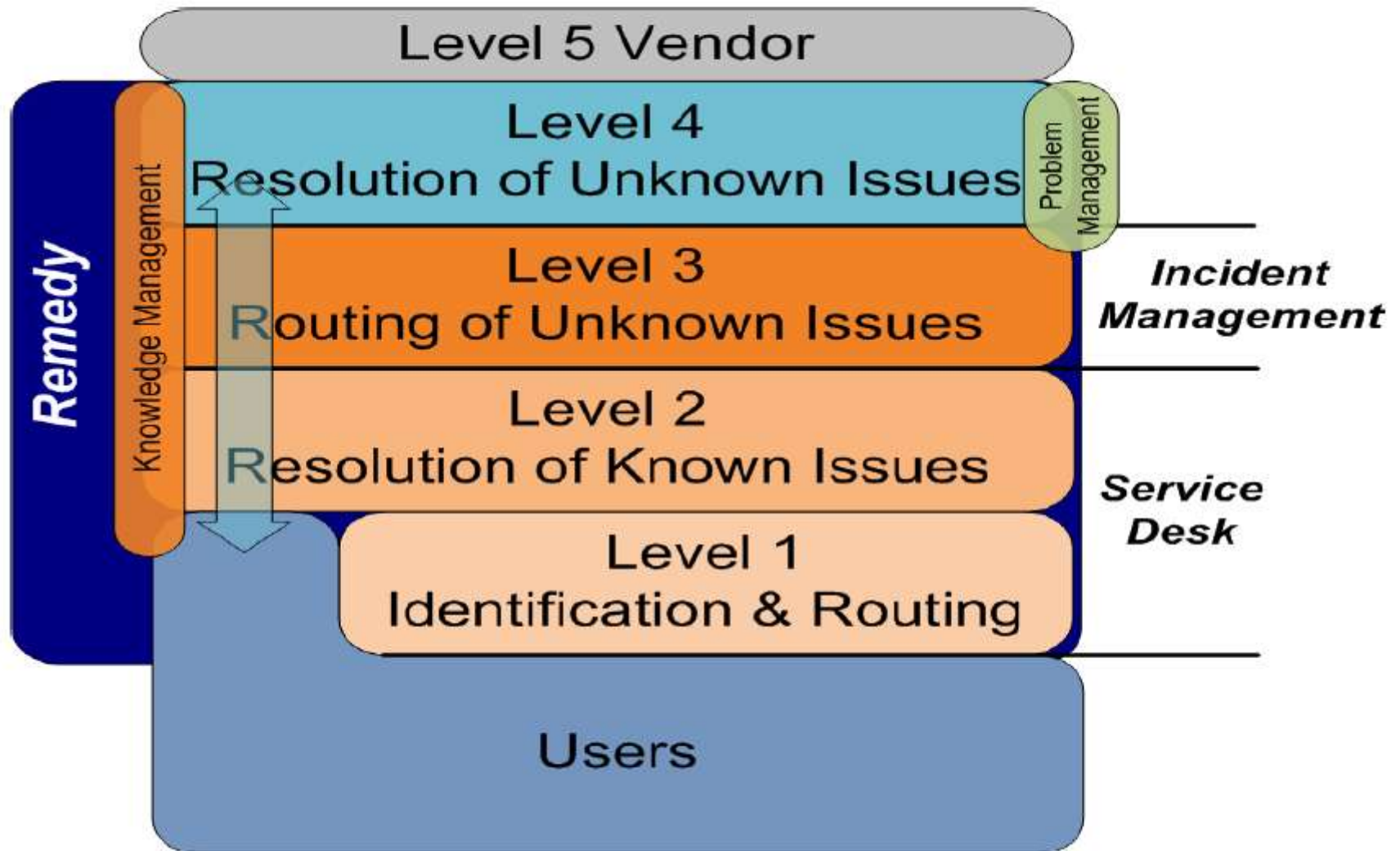
## ISO20000 Program Plan



# Incident Management Game plan

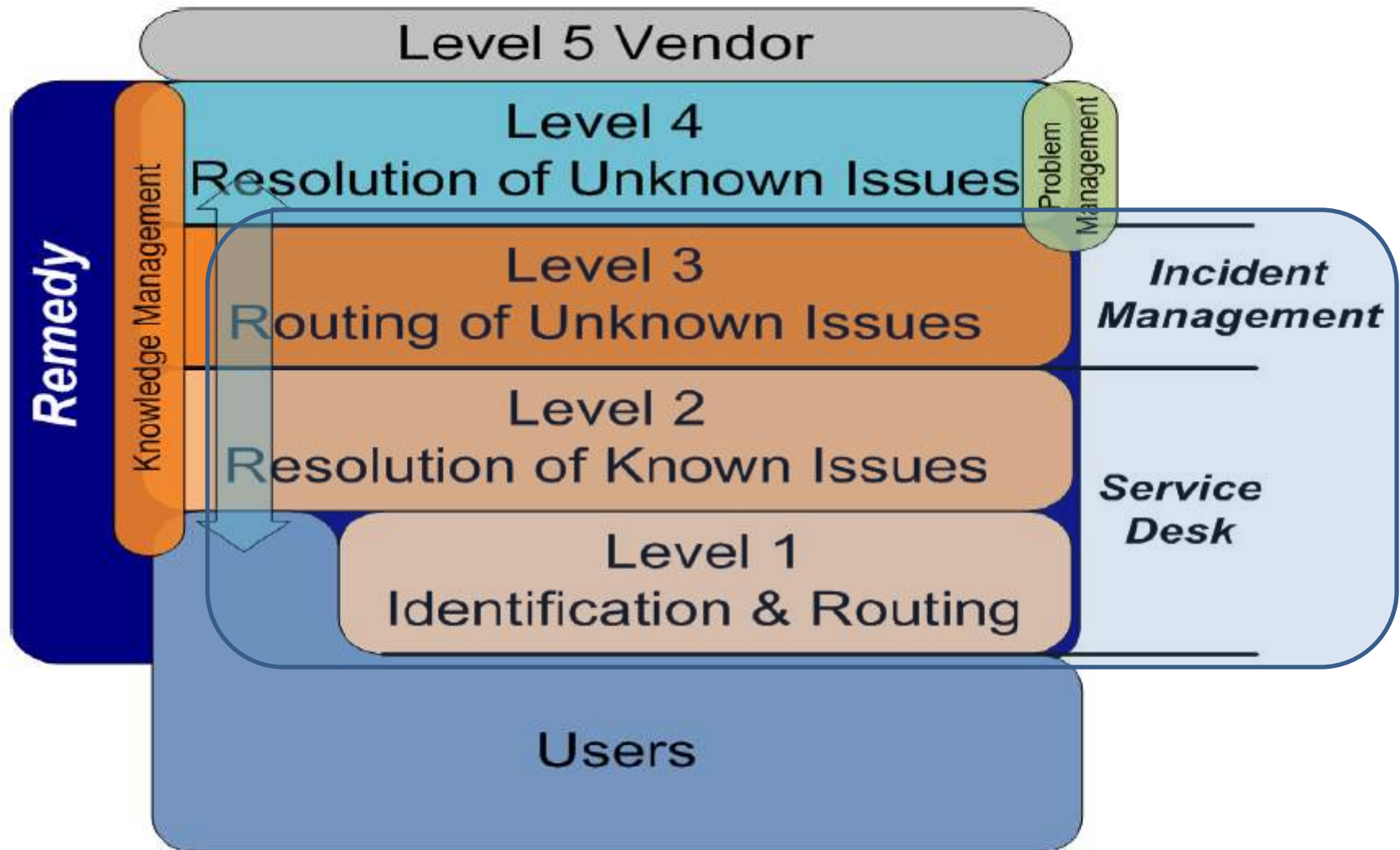


# Incident Management Model





# Incident Management Model



# ITIL / ISO20K update

- Plexent Workshops
  - Incident Management (5 days 6/7/11/12/13 Nov)
    - Manager: Al Forni
    - SCF participants: Jason, Keith, Stan, Lisa
  - Feedback I'm hearing...
    - Pre-ordained solution, but can comment on it
    - ITIL version "Plexent" – confusing for those who had ITIL Foundation Management class based on ITIL v2
    - Looks to be an improvement over current Help Desk
    - Worry that programmatic interfaces to Remedy may change
    - Work continues for participants...

# ITIL / ISO20K update

- Future workshops
  - Service Catalog (next week!)
    - Manager: Rob Kennedy
    - SCF participants: Glenn, Steve T...
  - Asset Management (not scheduled)
    - Manager: Anil Garg